



North East Combined Authority, Transport North East (Tyne and Wear) Sub-Committee

Monday 27th February, 2017 at 1.30 pm

Meeting to be held in a Committee Room, Civic Centre, Newcastle upon Tyne. NE1 8QH

www.northeastca.gov.uk

AGENDA

Page No

1. **Apologies for Absence**

2. **Declarations of Interest**

Please remember to declare any personal interest where appropriate both verbally and by recording it on the relevant form (to be handed to the Democratic Services Officer).

Please also remember to leave the meeting where any personal interest requires this.

3. **Minutes of the Previous Meeting held on 26 January 2017** **1 - 4**

4. **Metro performance monitoring measures** **5 - 24**

5. **Metro performance update** **25 - 40**

6. **Date and Time of Next Meeting**

20 April 2017 following the conclusion of the Transport North East Committee.

7. **Exclusion of Press and Public**

Under section 100A and Schedule 12A Local Government Act 1972 because exempt information is likely to be disclosed and the public interest test against disclosure is satisfied.

8. **Confidential Minutes of the Meeting held on 26 January 2017** **41 - 42**

9. **Tyne Tunnels - update**

Members are requested to note the intention to circulate the above report on a supplemental agenda in accordance with the provisions of the Local Government (Access to Information) Act 1985

Contact Officer: Lynn Camsell Tel: 0191 211 6146 E-mail: lynn.camsell@newcastle.gov.uk

To All Members

North East Combined Authority, Transport North East (Tyne and Wear) Sub-Committee

26 January 2017

(2.00 - 3.25 pm)

Meeting held TT2 Limited Administrative Building, Tyne View Terrace, Wallsend, North Tyneside, NE28 0PD

Present:

Councillor: J Harrison (Chair)

Councillors: G Hobson, J McCarty and M Mordey

119 APOLOGIES FOR ABSENCE

Apologies were received from Cllr Brain (Gateshead Council).

Members of the Sub Committee also expressed their thanks to Victoria Miller who had served the Committee since its inception.

120 DECLARATIONS OF INTEREST

None

121 MINUTES OF THE PREVIOUS MEETING HELD ON 3 NOVEMBER 2017

RESOLVED – that the minutes of the previous meeting held on 3 November 2016 were approved as a correct record and signed by the Chair.

122 MONITORING NEXUS' PERFORMANCE: 1 APRIL TO 10 DECEMBER 2016

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report which provided an update on Nexus' Performance against its Corporate Business Plan (CBP) targets and objectives for 2016/17 for the period 1 April to 10 December 2016.

In discussion Members commented on the following:

- A new timetable with earlier scheduled trains.

- A welcome increase in punctuality of 76% compared to 73% over the same period in the previous year, however this could still be improved.
- Caution against raising expectations of improved performance too high, given the age and condition of the fleet.
- Request for a breakdown of events leading to the slight dip from 76% punctuality to 68% punctuality over the final four weeks.
- Acknowledgment of the importance of the Metro system and the need to replace the fleet.
- Positive feedback on the introduction of an earlier train from Sunderland.
- The recent Snow Dogs sculpture trail and the increase in take-up of single and day tickets as a result.
- The good progress achieved and the importance of sustaining the direction of travel and achieving and maintaining targets.
- Passenger safety and the restructuring of Metro operations.
- The sub-standard train station in Sunderland.
- The need for an update at a future meeting on carbon emissions linking to air quality and public health.

Points to note were:

- Information in respect of discussions with the Department for Transport and HM Treasury regarding fleet replacement.
- The significant incidents resulting in the slight dip in performance i.e. overhead line problems, flash flooding and a suspected suicide.
- In relation to the Snow Dogs event it was noted that Metro were the lead sponsor and the event had raised £250,000 for St Oswalds; Nexus' have purchased two of the dogs using funds donated by contractors. The Snow Dogs had also resulted in a 7% uplift in patronage against the target.
- The Metro Asset Renewal Plan was on target. The forecast for 2016/17 as at 10 December was £39.691m, within the maximum/minimum spend targets set by the DfT
- The Metro system was designed and built to be a driver only operation from the outset. It has been approved by the Regulator and is under continuous review and assessment

- Issues in relation to the Single Local Growth Fund and investment in Sunderland Station. A meeting has been arranged with Network Rail to raise the importance of progressing this project. A discussion has also taken place with the Rail Minister.
- Time tables should be reliable and provide a performance boost.

RESOLVED – That the report be noted.

123 **NEXUS' CORPORATE BUSINESS PLAN 2017/18 TO 2019/20**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report, agreed by the Leadership Board, which sought approval of Nexus' Corporate Business Plan for 2017/18 to 2019/20.

Consideration was given to discussions in relation to new time tables, the importance of real time information and air quality.

RESOLVED – that

- Nexus' Corporate Business Plan for 2017/18 to 2019/20 be approved.
- The Sub-Committee would continue in a supervisory role in the further review of Nexus' Services to achieve the required savings targets.

124 **UPDATE ON NEXUS' CORPORATE RISKS 2016/17**

Submitted: Report of the Managing Director (Transport Operations) previously circulated and a copy attached to the Official Minutes.

Members considered the report which provided information on the up-to-date-position with regard to Nexus' Corporate Risk Register.

It was noted that 2 risks had been removed from Nexus' Corporate Risk Register, risks 1 and 13. This followed a meeting of the Nexus Audit Committee who had asked that consideration be given to whether these risks were of a more lower-level operational nature.

Members also noted the two additional risks had been added to the Corporate Risk Register:

- That a catastrophic event may occur on the Metro.
- That the process of bringing Metro operations in-house results in a significant decline in service level outputs and customer satisfaction.

Following discussion, the chair was given an assurance that the 2 risks that had been removed from Nexus' Corporate Risk Register were still being actively managed as departmental risks within Nexus.

RESOLVED – that the report be noted.

125 **METRO GOLD CARD PRICING**

Submitted: Report of the Managing Director (Transport Operations) (previously circulated and a copy attached to the Official Minutes).

Members considered the report which sought approval to reduce the price of the non-resident Metro Gold Card by £1.00 to begin on 1 April 2017.

RESOLVED that –

The proposal to change the price for the non-resident Metro Gold Card from £25 to £24 per year to be effective from 1 April 2017 be approved.

126 **DATE AND TIME OF NEXT MEETING**

27 February 2017 at 1.30pm at the Civic Centre, Newcastle upon Tyne NE1 8QH

127 **EXCLUSION OF PRESS AND PUBLIC**

RESOLVED – that by virtue of paragraphs 3, 4 and 5 of Part 1 of Schedule 12A of the Local Government Act 1972 the press and public be excluded from the remainder of the meeting during the consideration of agenda items 10, 11 and 12 (Confidential Minutes of the Previous Meeting, Metro Transition Project Update and Tyne Tunnels Update because exempt information was likely to be disclosed and the public interest test against the disclosure was satisfied.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

Date: 27 February 2017

Subject: Metro performance monitoring measures

Report of: Managing Director (Transport Operations)

Executive Summary

The purpose of this report is to propose a set of performance measures relating to Metro to aid future monitoring of performance by the Sub-Committee.

Recommendations

The Sub-Committee is recommended to:

- Approve the measures outlined in the appendix to the report
- Agree to receive performance reports against the measures at future meetings

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Transport North East (Tyne and Wear) Sub-Committee

1 Background Information

- 1.1 On 1 April 2010 Nexus entered into a Concession Agreement with DB Regio Tyne and Wear Limited (DBTW) to provide “Metro passenger services” until 01:59 hours on 1 April 2017.
- 1.2 The Concession Agreement includes a clause which gives Nexus sole discretion to extend the Concession Agreement until 31 March 2019.
- 1.3 On 24 March 2016 Nexus presented a report to the North East Combined Authority (NECA) Leadership Board. The report outlined that both Nexus and the operator, DB Regio Tyne and Wear Ltd (DBTW), were dissatisfied with the structure and the financial and operational performance of the current contract which, consequently, means that passenger outcomes are not where either party would want them to be. The report, amongst other things, received approval to:
 - Nexus managing the Metro operations “in-house” from 1 April 2017 to 31 March 2019;
 - Nexus allowing the current Concession Agreement to expire at 01:59 hours on 1 April 2017.
- 1.4 The NECA Leadership Board approved the proposals contained at paragraph 1.3 above. Following this approval, Nexus set up a project to manage this transition.
- 1.5 Members have considered updates on the transition project at previous meetings of this Sub-Committee and policy seminars. At a recent policy seminar, members noted that the transition between operators elsewhere in the UK rail industry has sometimes resulted in a decline in performance.
- 1.6 Based on the experience elsewhere in the UK, members identified the need for the Sub-Committee to closely monitor the performance of the Metro following the transition.
- 1.7 This report therefore outlines a set of proposed measures for the Sub-Committee to consider and, if adopted, monitor in future meetings.

2 Proposals

- 2.1 Appendix 1 to this report contains a set of proposed measures for the Sub-Committee to consider. These measures fall into six categories:
 - Operational performance
 - Fleet performance
 - Customer experience

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- Safety
- Farebox revenue
- Patronage

- 2.2 For each measure, the following information has been provided in Appendix 1:
- A description of the measure
 - The current target, if one exists
 - A chart showing historical performance
 - An assessment of future performance expectations

- 2.3 The categories, and the measures within each category, have been proposed to best reflect the service experienced by Metro passengers. The measures represent high-level outputs, and are supplemented by more detailed measures within Nexus' internal management and reporting arrangements. In addition, the information for all the proposed performance measures is currently collected, allowing the Sub-Committee to compare with historical performance on a like-for-like basis.

- 2.3 Whilst the transition only directly affects Metro operations and not infrastructure, the proposed indicators cover all areas that contribute towards and represent the performance of the complete Metro system.

3 Next Steps

- 3.1 If adopted, the update reports on the performance measures will be presented at future meetings of the Sub-Committee.

4 Potential Impact on Objectives

- 4.1 Performance monitoring and review can help ensure the achievement of desired outcomes.

5 Finance and Other Resources

- 5.1 There are no direct financial or resource considerations arising from this report.

6 Legal

- 6.1 There are no direct legal considerations arising from this report.

7 Other Considerations

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7.1 Consultation/Community Engagement

There are no specific consultation/community engagement considerations arising from this report.

7.2 Human Rights

There are no specific human rights considerations arising from this report.

7.3 Equalities and Diversity

There are no specific equalities and diversity considerations arising from this report.

7.4 Risk Management

There are no specific risk management considerations arising from this report. Applying performance management can help mitigate and avoid the occurrence of risks.

7.5 Crime and Disorder

There are no specific crime and disorder considerations arising from this report.

7.6 Environment and Sustainability

There are no specific environment and sustainability considerations arising from this report.

8 Background Documents

8.1 None

9 Links to the Local Transport Plans

9.1 This report has links to the delivery of policies and objectives set out in the Local Transport Plan for Tyne and Wear.

10 Appendices

10.1 Appendix 1 – proposed Metro performance measures

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Transport North East (Tyne and Wear) Sub-Committee

11 Contact Officers

- 11.1 Tobyn Hughes
Managing Director (Transport Operations)
E-mail: tobyn.hughes@nexus.org.uk
Tel: 0191 203 3246

12 Sign off

- Head of Paid Service ✓
- Monitoring Officer ✓
- Chief Finance Officer ✓

Please use ✓

13 Glossary

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Appendix 1 – proposed Metro performance measures

Operational performance

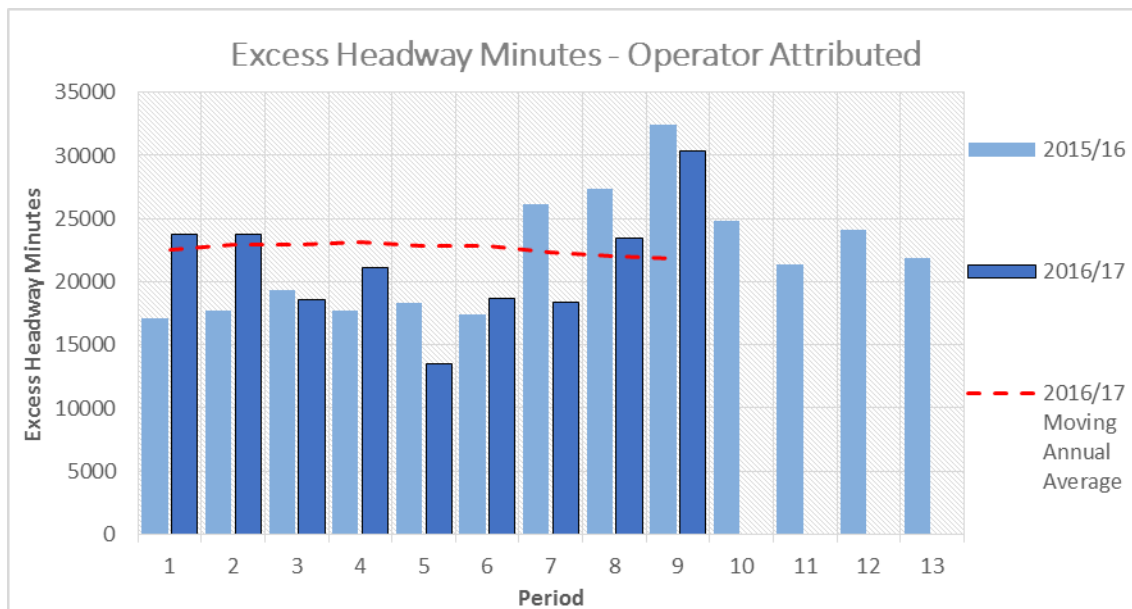
Excess Headway Minutes

Each train is tracked throughout its journey, to measure the gap between trains when compared with the required service frequency, using 15 monitoring points around the Metro system. When the actual gap is 4 minutes or more above the required frequency, Excess Headway Minutes are generated.

This indicator is broken down into three areas:

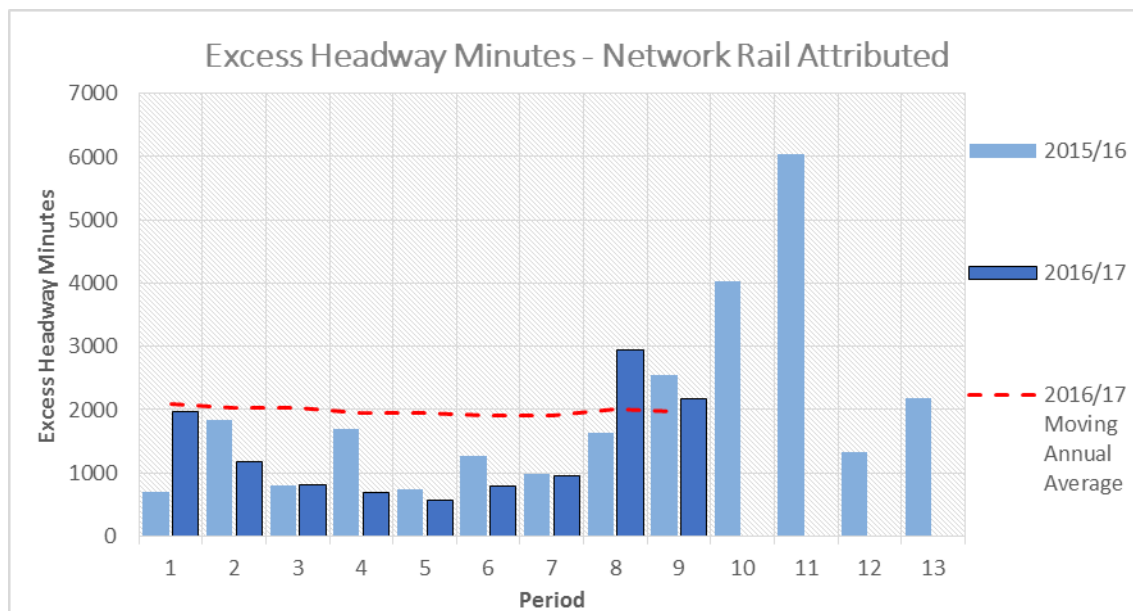
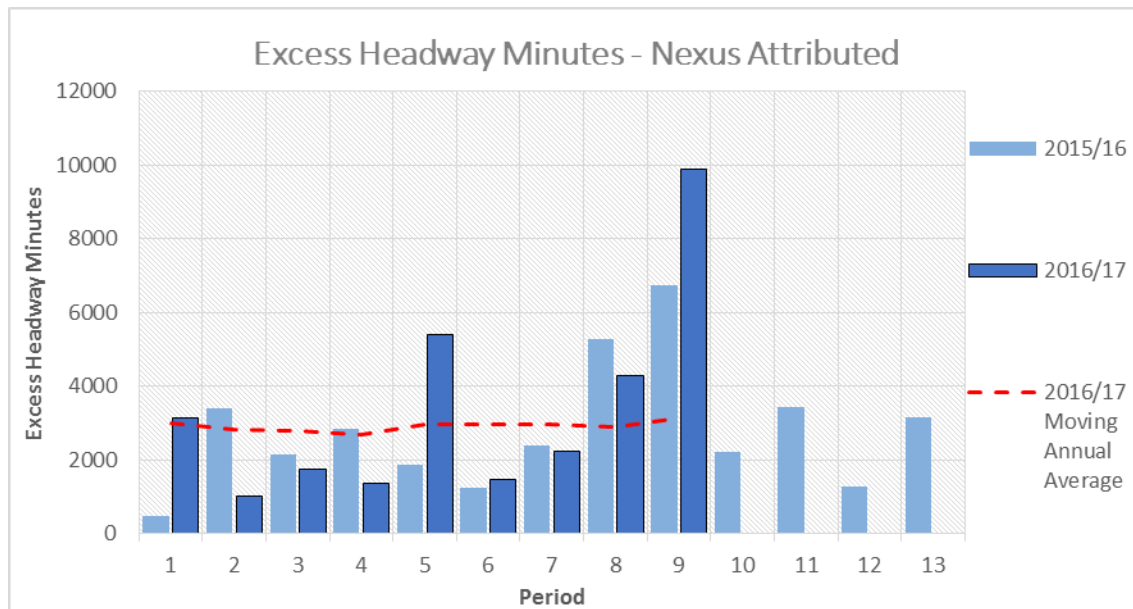
- Operator
- Nexus Rail
- Network Rail

Targets are profiled by period, to reflect natural seasonality in performance.



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Performance fluctuates by period and on occasions can be skewed by a small number of major disruptions. Whilst many factors impact on performance, it is expected that recent overall improvements can continue and an improvement in operational performance attained.

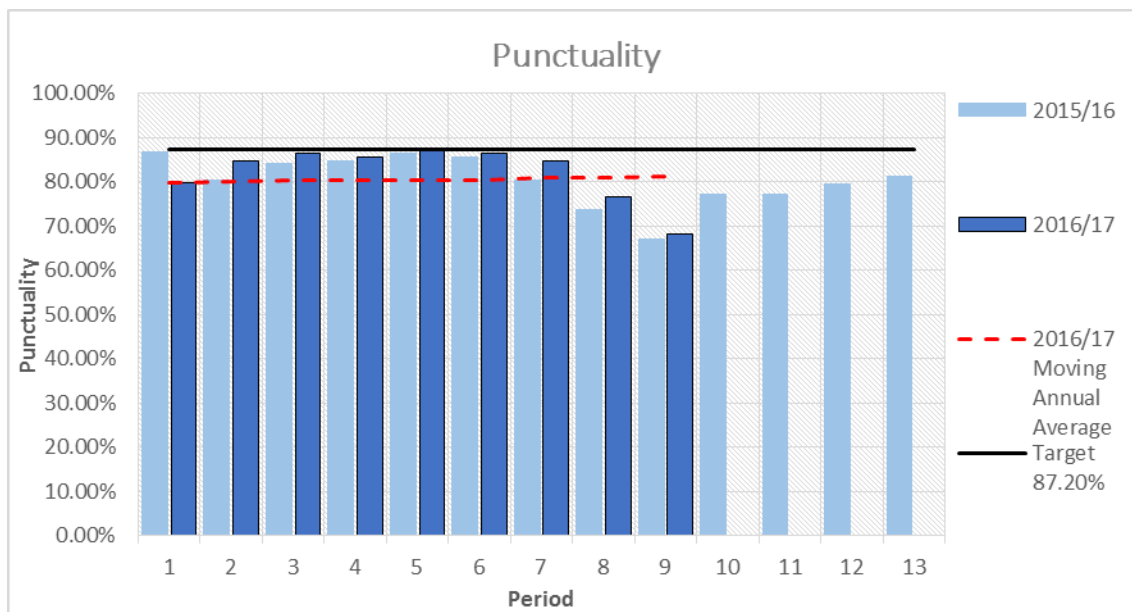
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Punctuality

Punctuality is a measure of the percentage of trains running within 29 seconds earlier or 3 minutes later than timetable at the same 15 monitoring points around the Metro system.

The current target is 87.2%.



Punctuality shows of overall system performance and therefore some improvement in Punctuality can be expected. However attaining the target in every period will continue to be challenging, particularly during the autumn (centred on periods 8-9) when the effects of Low Rail Adhesion can be seen.

Fleet performance

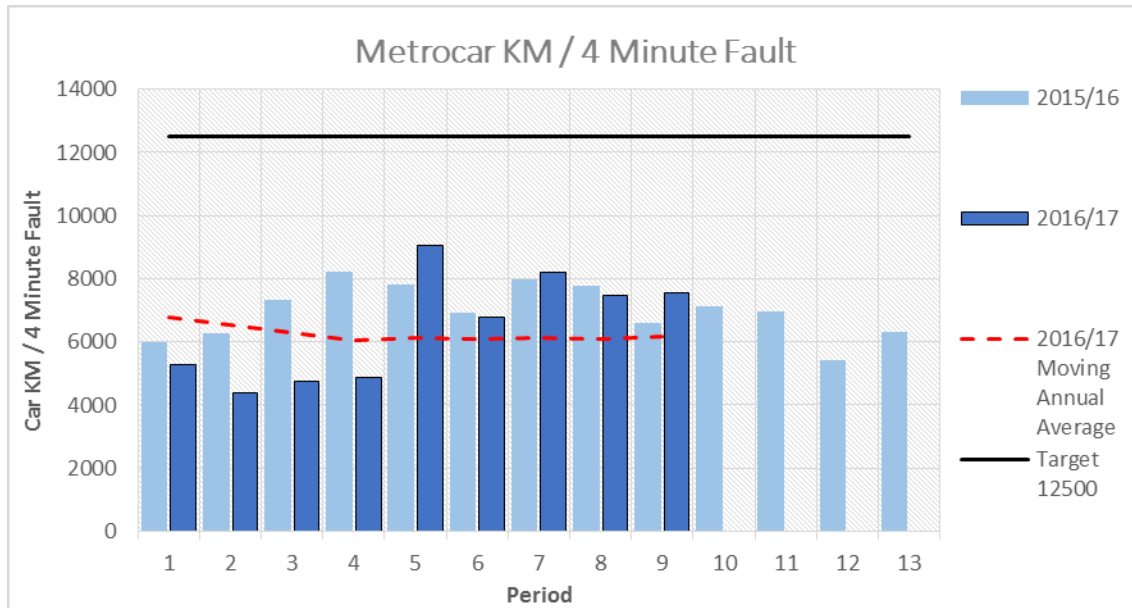
Metrocar kilometres per 4+ Excess Headway Minute fault

Measures the overall performance of the Metrocar fleet, as measured by faults which affect the service experienced by passengers.

The current target is 12,500km

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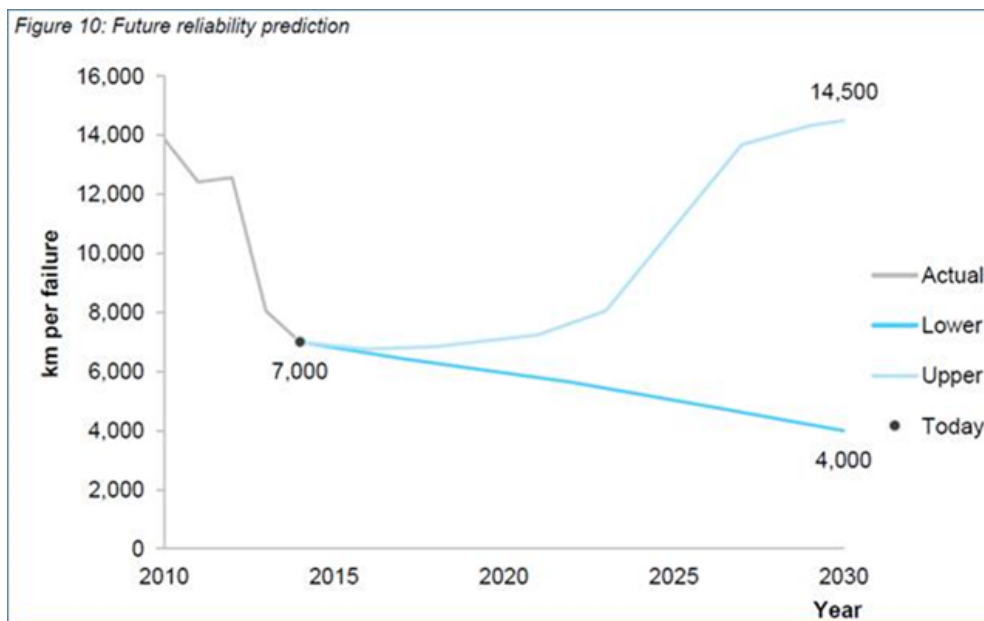


The current Metrocars were constructed in the late 1970s, and have served their purpose well. However despite undergoing two significant refurbishments, the fleet is coming to the end of its design life, with many components effectively life-expired, contributing to a very unstable operating environment. This is why Nexus plans to procure new rolling stock, intended to come into service in 2021. Discussions are underway with the government regarding the funding for new rolling stock.

In 2015 Nexus sought advice from rolling stock specialist advisers SNC Lavellin into anticipated levels of fleet reliability in future years based on its current condition, and this shows a range of scenarios as described in the graph below. The 'lower' scenario anticipates a continuation of current maintenance funding, and should be seen as a worst case position as Nexus plans to improve upon this performance. The 'upper' scenario projects what could happen if significant new investment were made in the current fleet as an alternative to investing in new fleet. However in 2016 SNC Lavellin noted that performance has recently degraded even more rapidly than originally anticipated, and therefore returning performance to 14,500 km per service affecting failure is now unlikely. To give an insight into our expectations for the reliability of the new fleet we expect new vehicles of similar duty to be capable of achieving 40,000km per service affecting failure.

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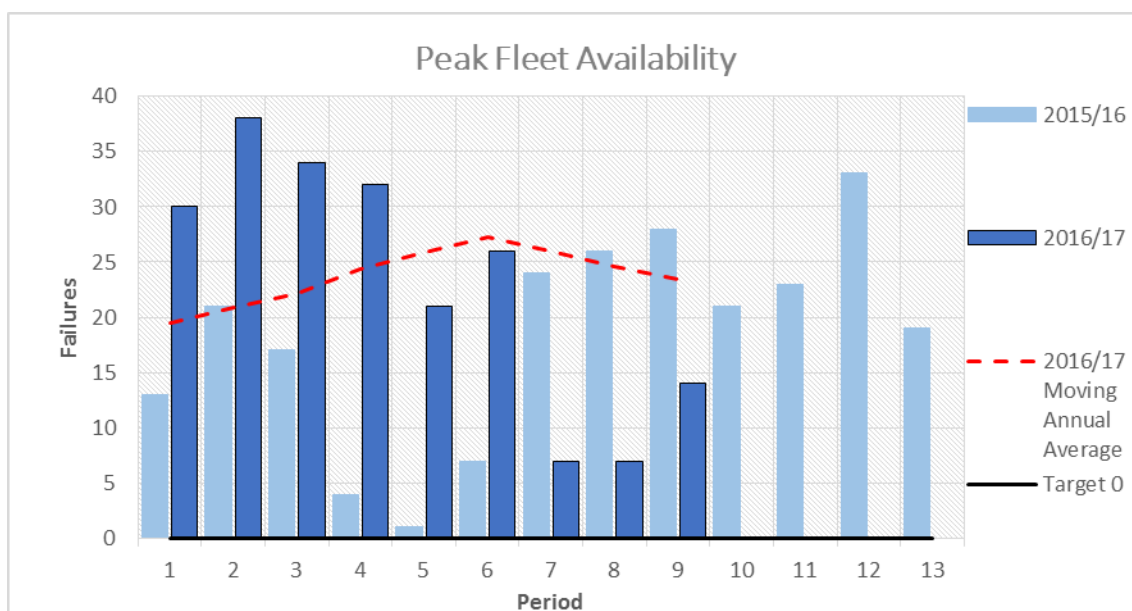
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Peak fleet availability

Measures whether there are sufficient Metrocars available to fully deliver services during the morning and evening peaks during the week. A lack of availability would lead to service cancellation.

The target is that there are zero peak fleet availability failures.



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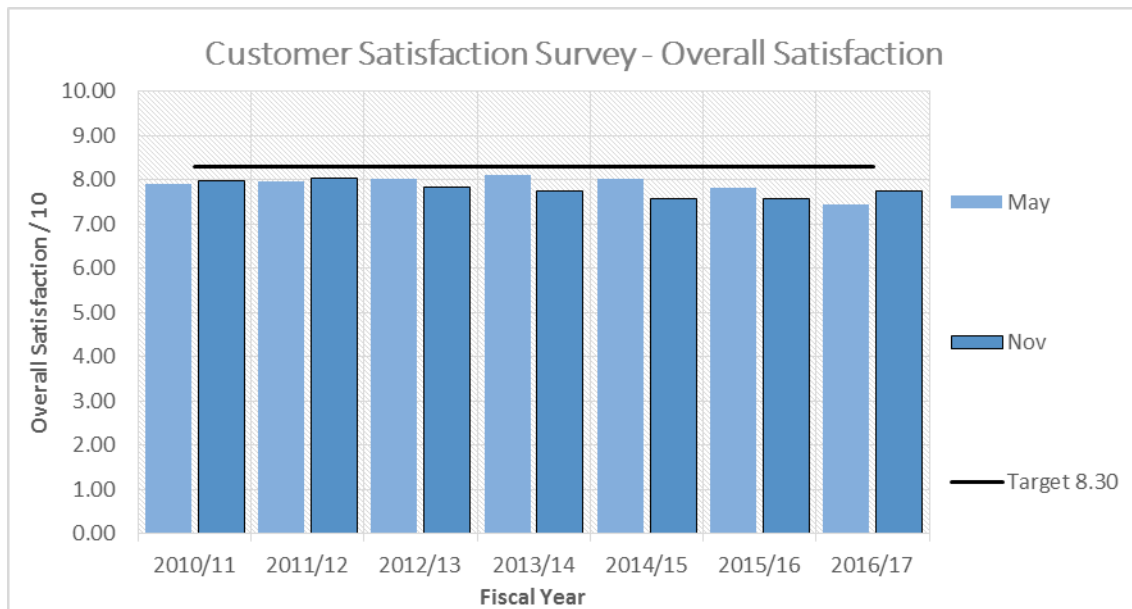
In common with the Metrocar kilometres per 4+ Excess Headway Minute Fault, the unstable operating environment makes deliver of peak fleet availability challenging. The number and nature of faults arising on Metrocars, and when they occur, can have a large impact on Metrocar availability. It will therefore remain challenging to meet peak fleet availability requirements on all occasions.

Customer experience

Customer Satisfaction Survey

This measure is the results of the six-monthly Customer Satisfaction Survey. Whilst there are a range of measures within the survey, a key measure is the overall satisfaction with Metro.

The current target for overall satisfaction is 8.3.



Research shows that the main driver of overall satisfaction is satisfaction with punctuality and reliability of the service. Therefore it would be expected that improvements in this area would result in an increase in overall satisfaction over time, although the impact of improvements on satisfaction is difficult to quantify precisely.

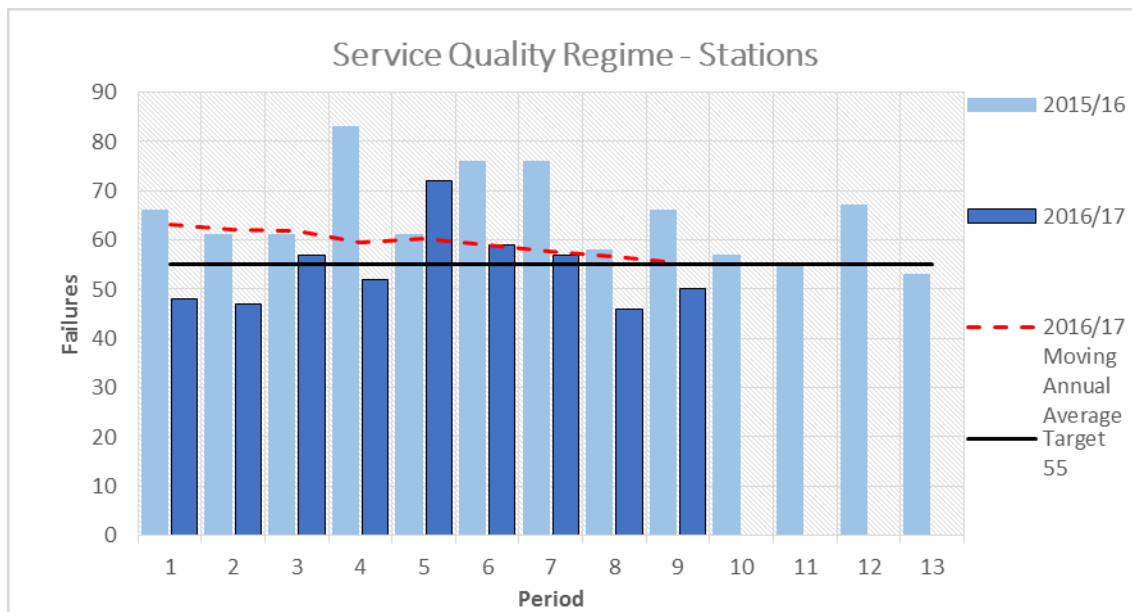
Service Quality Regime – Stations

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Transport North East (Tyne and Wear) Sub-Committee

This measures the number of failures identified from inspecting every Metro Station against the requirements of 23 indicators. The indicators assess areas such as graffiti, cleanliness and signage.

The current target is 55 failures per 4-week period.



As the Service Quality Regime mostly measures day-to-day maintenance or cleanliness issues, it is expected that current levels of performance can be maintained. As this is an 'output' measure there will always be a certain level of failures and volatility under this regime, for example litter dropped just before an inspection which has not yet been cleared up. However, achieving the target represents a good standard of Station presentation.

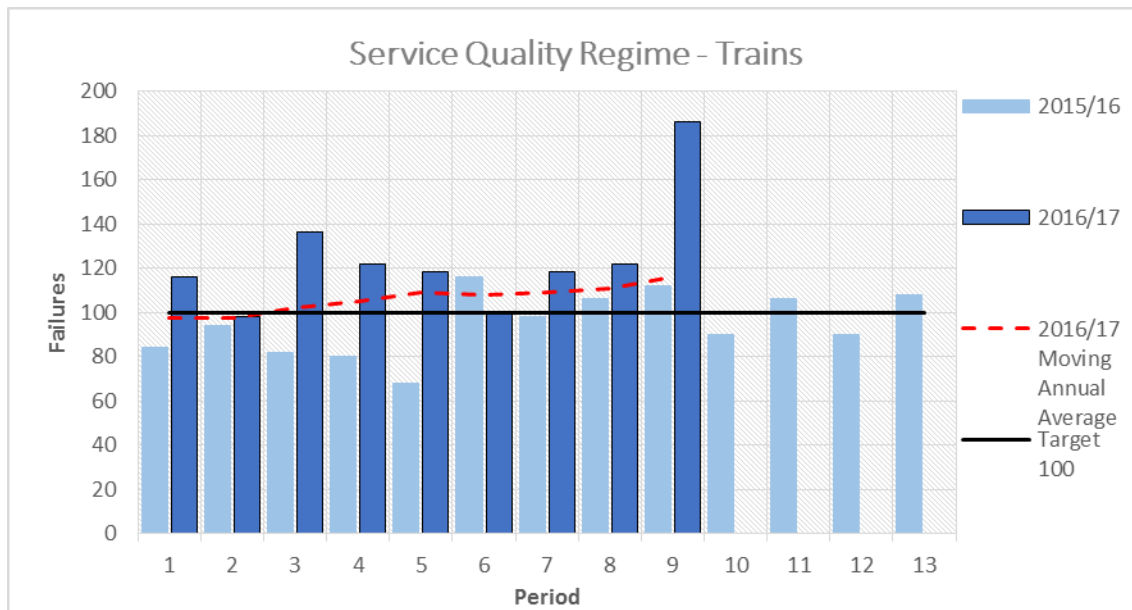
Service Quality Regime – Metrocars

This measures the number of failures identified from inspecting at least half the Metrocars against the requirements of 10 indicators, scaled up to the full fleet of 90 Metrocars.

There were 93 failures out of 450 indications which equates to a fail rate of 21.66%

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Transport North East (Tyne and Wear) Sub-Committee



As with the Station Service Quality Regime, the indicators cover day-to-day issues such as litter and graffiti. It is expected that current performance can be improved on, to achieve the target more consistently. As with the Station Service Quality Regime, the target represents a good standard of Metrocar presentation.

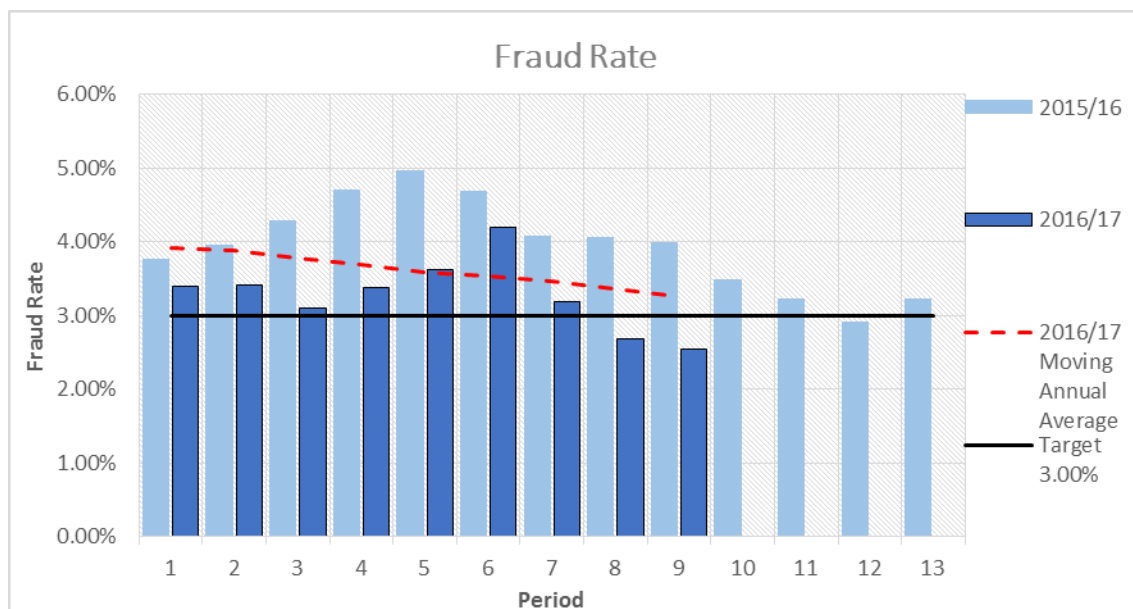
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Fraud rate

This measures the fraud rate on the Metro system, as measured by a regular survey.

The current target is 3.0%.



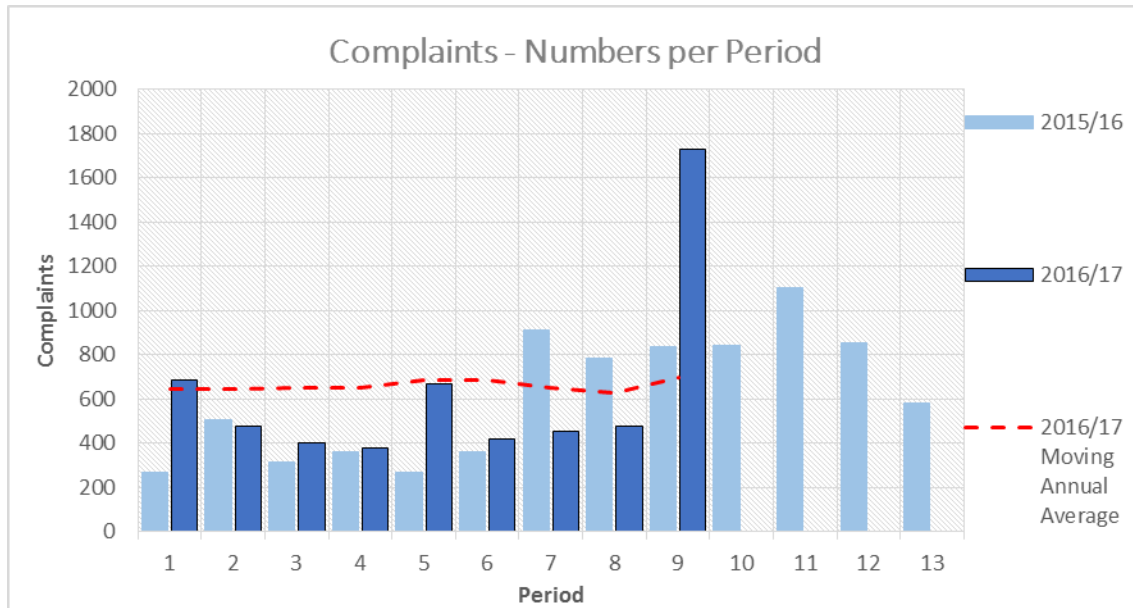
Whilst performance has fluctuated, recent trends show that the target can be achieved. It is therefore realistic to expect that fraud rate generally meets target, although this requires continual effort to identify hotspots and trends.

Complaints numbers

This measures the number of complaints received by Metro.

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Transport North East (Tyne and Wear) Sub-Committee



Whilst there is currently no target for the number of complaints, 350 per period represent an average level of performance, equivalent to 10 to 12 complaints per 100,000 passenger journeys. The number of complaints are primarily driven by service performance and in particular major disruptions. Reducing these incidents should reduce the number of complaints.

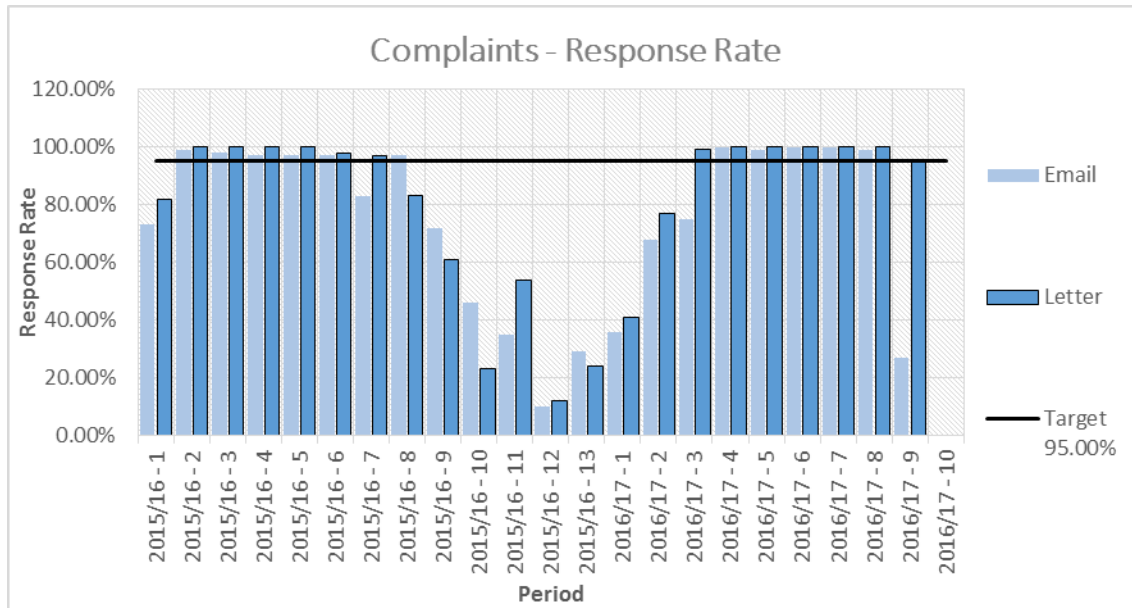
Complaints response time

This measures the percentage of complaints responded to within required timescales. Metro are required to respond within five working days for email complaints and ten working days for complaints by letter.

The current target is that 95% of complaints are responded to within the required timescales.

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Transport North East (Tyne and Wear) Sub-Committee



Response time goes down when a major disruption or sustained reliability problems prompts a large number of complaints in a short period, and so is related to overall service performance. Dealing with a backlog then leads to targets being missed for several consecutive periods.

Maintaining or improving levels of performance, particularly through the autumn and winter, will make it more likely the response target will be met throughout the year, rather than dropping below target seasonally as it has in the past two years.

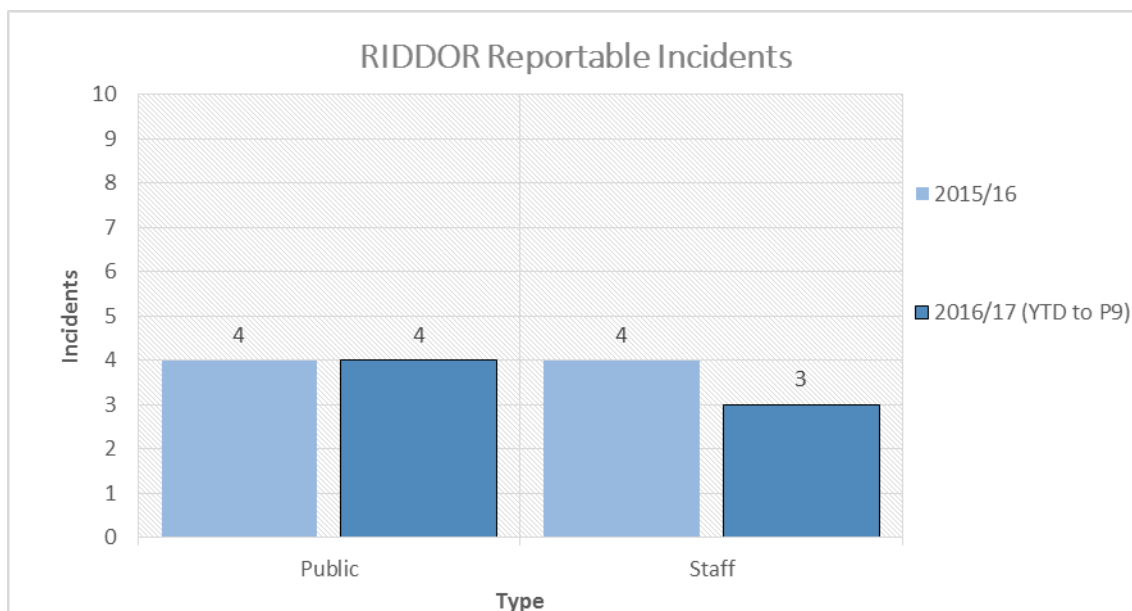
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Safety

Number of accidents

This measures the number of RIDDOR staff and public accidents, they remain broadly in line with the numbers in previous years.



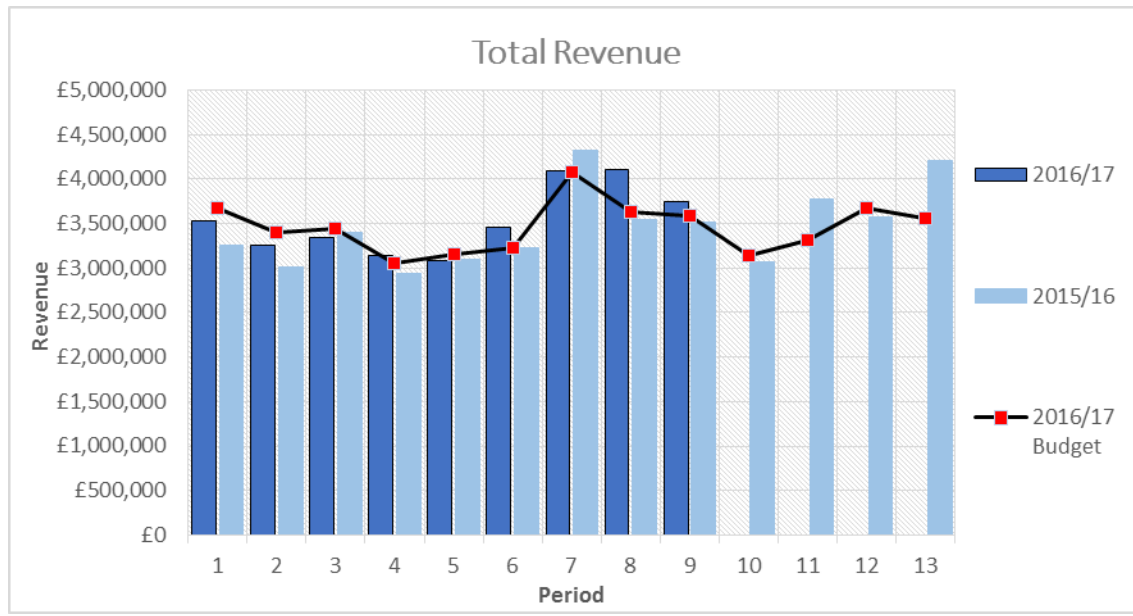
Maintaining current levels of performance should be expected.

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Farebox

Total revenue for the year to date currently stands at £31.784m v budget of £31.249m (+1.7%). Periodic performance versus last year and versus budget is shown below.

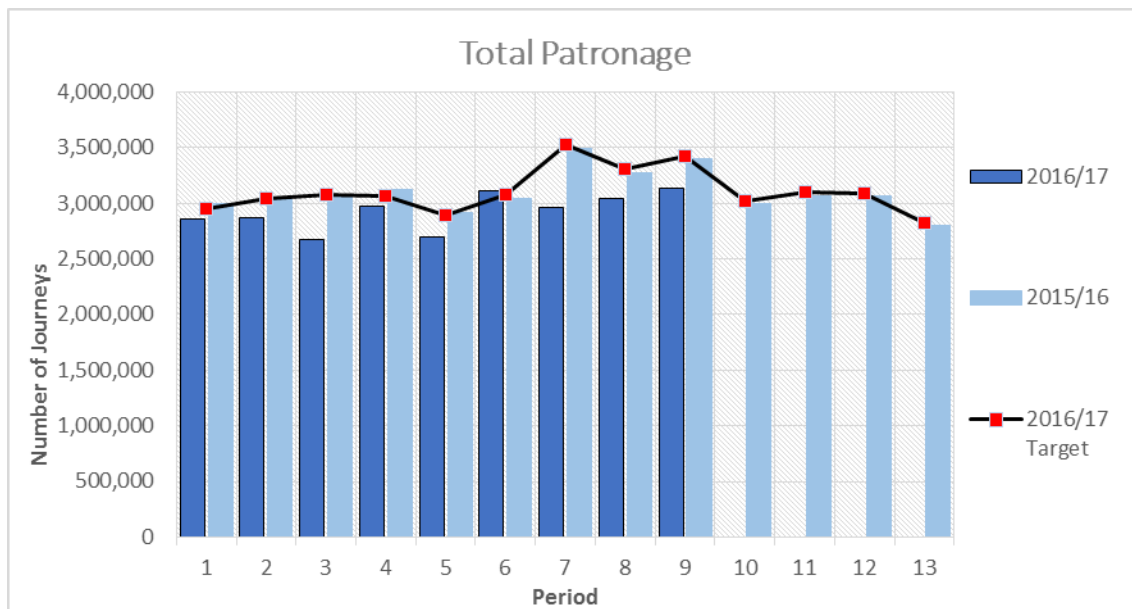


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Patronage

Total patronage for the year to date currently stands at 26.338m v target of 28.367m (-7.2%). Periodic performance versus last year and versus target is shown below.



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North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

Date: 27 February 2017

Subject: Metro performance update

Report of: Managing Director (Transport Operations)

Executive Summary

The purpose of this report is to propose a format for the Metro performance update.

Recommendations

The Sub-Committee is recommended to agree the format of the performance update.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

1 Background Information

- 1.1 On 1 April 2010 Nexus entered into a Concession Agreement with DB Regio Tyne and Wear Limited (DBTW) to provide “Metro passenger services” until 01:59 hours on 1 April 2017.
- 1.2 The Concession Agreement includes a clause which gives Nexus sole discretion to extend the Concession Agreement until 31 March 2019.
- 1.3 On 24 March 2016 Nexus presented a report to the North East Combined Authority (NECA) Leadership Board. The report outlined that both Nexus and the operator, DB Regio Tyne and Wear Ltd (DBTW), were dissatisfied with the structure and the financial and operational performance of the current contract which, consequently, means that passenger outcomes are not where either party would want them to be. The report, amongst other things, received approval to :
 - Nexus managing the Metro operations “in-house” from 1 April 2017 to 31 March 2019;
 - Nexus allowing the current Concession Agreement to expire at 01:59 hours on 1 April 2017.
- 1.4 The NECA Leadership Board approved the proposals contained at paragraph 1.3 above. Following this approval, Nexus set up a project to manage this transition.
- 1.5 Members have considered updates on the transition project at previous meetings of this Sub-Committee and policy seminars. At a recent policy seminar, members noted that the transition between operators elsewhere in the UK rail industry has sometimes resulted in a decline in performance.
- 1.6 Based on the experience elsewhere in the UK, members identified the need for the Sub-Committee to closely monitor the performance of Metro operations following the transition.
- 1.7 An earlier report on the agenda for today’s Sub-Committee meeting outlined the proposed measures to be monitored by the Sub-Committee. This report sets out proposed format for the updates to the Sub-Committee.

2 Proposals

- 2.1 It is proposed that the format adopted is to present the latest performance against each indicator, along with a commentary on the performance and key considerations for the Sub-Committee.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

2.2 It is proposed that the frequency of reporting is the same as the updates on Nexus' Corporate Business Plan.

2.3 An example of the report has been produced and is at Appendix 1. This contains the assessment against the indicators for the 12 weeks to 10 December, the same time period against which Nexus' performance was considered by the Sub-Committee at its meeting on 26 January 2017.

3 Next Steps

3.1 If adopted, updates on the performance measures using the agreed format will be presented at future meetings of the Sub-Committee.

4 Potential Impact on Objectives

4.1 Performance monitoring and review can help ensure the achievement of desired outcomes.

5 Finance and Other Resources

5.1 There are no direct financial or resource considerations arising from this report.

6 Legal

6.1 There are no direct legal considerations arising from this report.

7 Other Considerations

7.1 Consultation/Community Engagement

There are no specific consultation/community engagement considerations arising from this report.

7.2 Human Rights

There are no specific human rights considerations arising from this report.

7.3 Equalities and Diversity

There are no specific equalities and diversity considerations arising from this report.

7.4 Risk Management

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Transport North East (Tyne and Wear) Sub-Committee

There are no specific risk management considerations arising from this report. Applying performance management can help mitigate and avoid the occurrence of risks.

7.5 Crime and Disorder

There are no specific crime and disorder considerations arising from this report.

7.6 Environment and Sustainability

There are no specific environment and sustainability considerations arising from this report.

8 Background Documents

8.1 None

9 Links to the Local Transport Plans

9.1 This report has links to the delivery of policies and objectives set out in the Local Transport Plan for Tyne and Wear.

10 Appendices

10.1 Appendix 1 – proposed Metro operations performance update format

11 Contact Officers

11.1 Tobyn Hughes Managing Director (Transport Operations) E-mail: tobyn.hughes@nexus.org.uk Tel: 0191 203 3246

12 Sign off

- Head of Paid Service ✓
- Monitoring Officer ✓
- Chief Finance Officer ✓

Appendix 1

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee



Metro performance update

Period 9 2016/17

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Transport North East (Tyne and Wear) Sub-Committee

Metro performance update Period 9 2016/17

This report provides an update on performance of the Metro system using indicators in six categories:

- Operational performance
- Fleet performance
- Customer experience
- Safety
- Farebox
- Patronage

Whilst an update for each indicator is presented in the report, this coversheet provides a summary of overall performance.

Punctuality

The day-to-day operational performance of the system as experienced by passengers is best measured by the Punctuality indicator. All factors contributing to operational performance, including the fleet, impact on Punctuality.

Over the three periods leading up to 10 December an average punctuality figure of 76% was achieved by Metro compared to 73% over the same twelve weeks last year. However this improving trend was depressed by the final four weeks which recorded only 68% punctuality. Some significant incidents contributed to this, including two overhead line problems in a 24-hour period, flash flooding and a suspected suicide. More positively, instances of autumn Low Rail Adhesion were much reduced compared to previous years.

Customer Satisfaction Survey

Overall customer experience is measured by the Metro Customer Satisfaction Survey, which takes place twice a year.

The November 2016 Metro Customer Satisfaction Survey (CSS) score rose to 7.7, a slight improvement on both the May 2016 score of 7.4 and the previous November score of 7.6. The recorded score however remains some way short of the 8.3 target.

Summary

Progress against both of these indicators shows an improving trend and this is reflected in most of the other indicators included in the detailed report.

North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

Glossary of terms

EHWM - Excess Headway Minutes, the method by which delays experienced by passengers are measured. The total EHWM for any period is subject to an attribution process resulting to an agreed allocation across the Operator, Nexus Rail, Network Rail and Other/disputed depending on the identified causation.

LRA - Low Rail Adhesion - Leaves falling on tracks are compressed and become a slippery substance that is difficult to remove and creates greasy track conditions known as Low Rail Adhesion.

MAA – moving annual average - the average for the past 13 periods (i.e. 12 months) including the 4-week period being reported on.

Metrocar kilometres per 4+ Excess Headway Minute fault – is calculated as the total number of fleet failures affecting the Metro service by four minutes or more divided by the total fleet kilometres in the period being reviewed.

Metro Customer Satisfaction Score – the result of a tracking survey that is carried out in May and November each year.

Network Rail – the statutory infrastructure provider maintaining the railway and providing the power and signalling for the tracks and stations between Pelaw and South Hylton via Sunderland.

Nexus Rail – the division of Nexus responsible for providing and maintaining the Metro infrastructure including the track and stations owned by Nexus.

Patronage – the number of passenger boardings for a service, mode or area over a specified period normally arrived at by survey, the use of ticket machine data or some combination of both. Often used interchangeably with Ridership.

Period – 4-week periods (there are 13 in each financial year) used for financial, accounting and performance measurement purposes.

Punctuality – measurement of train punctuality as set out in the Metro Passenger Charter; measures the percentage of trains arriving within three minutes later or within 29 seconds earlier than scheduled.

SQR – Service Quality Regime - the means by which quality standards on stations and trains is measured

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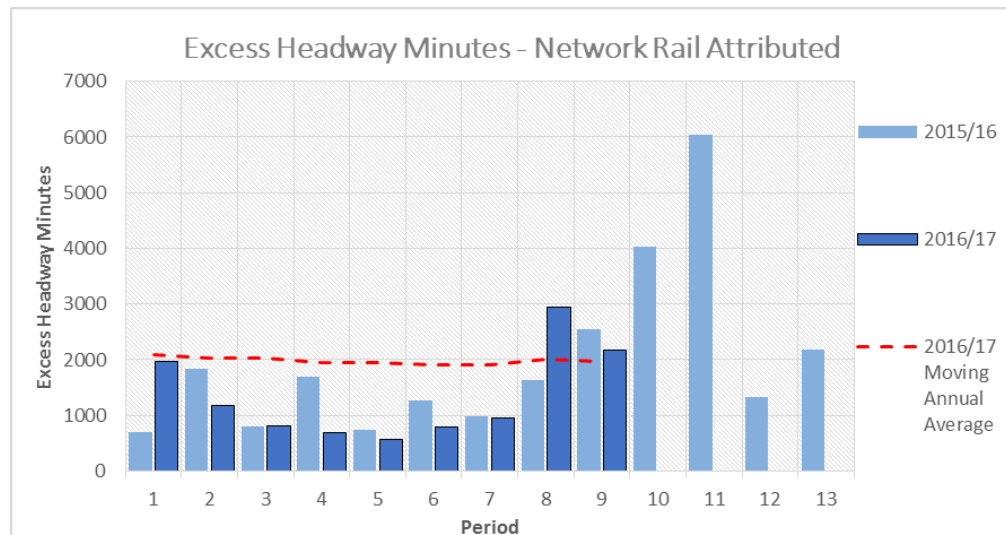
Operational performance																																											
Indicator:	Performance and Key Considerations:																																										
Excess Headway Minutes (Operator)	<p>An average of 23,800 Excess Headway Minutes per period was allocated to the Operator. Whilst fleet performance continues to be the main impact on operational performance, some driver resource issues caused by a spike in sickness levels and increased levels of antisocial behaviour also contributed to the performance.</p> <div><p>Excess Headway Minutes - Operator Attributed</p><table border="1"><thead><tr><th>Period</th><th>2015/16</th><th>2016/17</th></tr></thead><tbody><tr><td>1</td><td>17,000</td><td>23,500</td></tr><tr><td>2</td><td>17,500</td><td>23,500</td></tr><tr><td>3</td><td>19,000</td><td>18,500</td></tr><tr><td>4</td><td>17,500</td><td>21,000</td></tr><tr><td>5</td><td>18,000</td><td>13,500</td></tr><tr><td>6</td><td>17,000</td><td>18,500</td></tr><tr><td>7</td><td>26,000</td><td>18,000</td></tr><tr><td>8</td><td>27,000</td><td>23,500</td></tr><tr><td>9</td><td>32,500</td><td>30,500</td></tr><tr><td>10</td><td>24,500</td><td></td></tr><tr><td>11</td><td>21,500</td><td></td></tr><tr><td>12</td><td>24,000</td><td></td></tr><tr><td>13</td><td>22,000</td><td></td></tr></tbody></table></div>	Period	2015/16	2016/17	1	17,000	23,500	2	17,500	23,500	3	19,000	18,500	4	17,500	21,000	5	18,000	13,500	6	17,000	18,500	7	26,000	18,000	8	27,000	23,500	9	32,500	30,500	10	24,500		11	21,500		12	24,000		13	22,000	
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Excess Headway Minutes (Nexus Rail)	<p>During the twelve-week period Nexus Rail performance was affected by two overhead line problems in a 24-hour period, flash flooding and a suspected suicide. More positively, instances of autumn Low Rail Adhesion were much reduced compared to previous years.</p> <div><p>Excess Headway Minutes - Nexus Attributed</p><table border="1"><thead><tr><th>Period</th><th>2015/16</th><th>2016/17</th></tr></thead><tbody><tr><td>1</td><td>500</td><td>3,000</td></tr><tr><td>2</td><td>3,200</td><td>1,000</td></tr><tr><td>3</td><td>2,000</td><td>1,800</td></tr><tr><td>4</td><td>2,800</td><td>1,500</td></tr><tr><td>5</td><td>1,800</td><td>5,500</td></tr><tr><td>6</td><td>1,200</td><td>1,500</td></tr><tr><td>7</td><td>2,200</td><td>2,200</td></tr><tr><td>8</td><td>5,200</td><td>4,200</td></tr><tr><td>9</td><td>6,800</td><td>9,800</td></tr><tr><td>10</td><td>2,200</td><td></td></tr><tr><td>11</td><td>3,500</td><td></td></tr><tr><td>12</td><td>1,200</td><td></td></tr><tr><td>13</td><td>3,200</td><td></td></tr></tbody></table></div>	Period	2015/16	2016/17	1	500	3,000	2	3,200	1,000	3	2,000	1,800	4	2,800	1,500	5	1,800	5,500	6	1,200	1,500	7	2,200	2,200	8	5,200	4,200	9	6,800	9,800	10	2,200		11	3,500		12	1,200		13	3,200	
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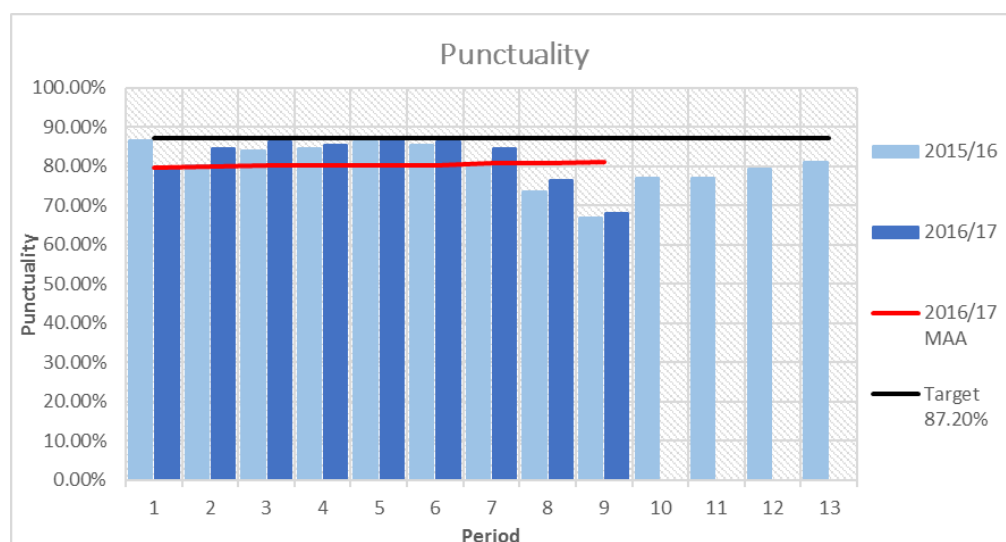
Excess Headway Minutes (Network Rail)

Network Rail performance deteriorated in the quarter with overhead line power supply faults. These faults have now been rectified.



Punctuality

Over the three periods leading up to 10 December an average punctuality figure of 76% was achieved by Metro compared to 73% over the same twelve weeks last year. However this improving trend was depressed by the final four weeks which recorded only 68% punctuality. Some significant incidents contributed to this, including two overhead line problems in a 24-hour period, flash flooding and a suspected suicide. More positively, instances of autumn Low Rail Adhesion were much reduced compared to previous years.



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Transport North East (Tyne and Wear) Sub-Committee

Fleet performance																																											
Indicator:	Performance and Key Considerations:																																										
Metrocar kilometres per 4+ Excess Headway Minute fault	<p>Performance was an average of 7,742km per fault in the three periods under review. This is in line with the long-term average and represents a recovery from the poorer performance experienced earlier in the year.</p> <div><p>Metrocar KM / 4 Minute Fault</p><table><thead><tr><th>Period</th><th>2015/16</th><th>2016/17</th></tr></thead><tbody><tr><td>1</td><td>6000</td><td>5200</td></tr><tr><td>2</td><td>6200</td><td>4500</td></tr><tr><td>3</td><td>7200</td><td>4800</td></tr><tr><td>4</td><td>8200</td><td>4800</td></tr><tr><td>5</td><td>7800</td><td>9000</td></tr><tr><td>6</td><td>6800</td><td>6800</td></tr><tr><td>7</td><td>8000</td><td>8200</td></tr><tr><td>8</td><td>7800</td><td>7500</td></tr><tr><td>9</td><td>6500</td><td>7500</td></tr><tr><td>10</td><td>7000</td><td></td></tr><tr><td>11</td><td>6800</td><td></td></tr><tr><td>12</td><td>5500</td><td></td></tr><tr><td>13</td><td>6200</td><td></td></tr></tbody></table></div>	Period	2015/16	2016/17	1	6000	5200	2	6200	4500	3	7200	4800	4	8200	4800	5	7800	9000	6	6800	6800	7	8000	8200	8	7800	7500	9	6500	7500	10	7000		11	6800		12	5500		13	6200	
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Peak fleet availability	<p>Peak fleet availability improved over the twelve weeks to 10 December, with the full service delivery requirement being met on 60% (80/120) of the weekday morning and evening peaks compared to 31% (37/118) over the preceding 12 weeks.</p> <div><p>Peak Fleet Availability</p><table><thead><tr><th>Period</th><th>2015/16</th><th>2016/17</th></tr></thead><tbody><tr><td>1</td><td>13</td><td>30</td></tr><tr><td>2</td><td>21</td><td>38</td></tr><tr><td>3</td><td>17</td><td>34</td></tr><tr><td>4</td><td>4</td><td>32</td></tr><tr><td>5</td><td>1</td><td>21</td></tr><tr><td>6</td><td>7</td><td>26</td></tr><tr><td>7</td><td>24</td><td>7</td></tr><tr><td>8</td><td>26</td><td>7</td></tr><tr><td>9</td><td>28</td><td>14</td></tr><tr><td>10</td><td>21</td><td></td></tr><tr><td>11</td><td>23</td><td></td></tr><tr><td>12</td><td>33</td><td></td></tr><tr><td>13</td><td>19</td><td></td></tr></tbody></table></div>	Period	2015/16	2016/17	1	13	30	2	21	38	3	17	34	4	4	32	5	1	21	6	7	26	7	24	7	8	26	7	9	28	14	10	21		11	23		12	33		13	19	
Period	2015/16	2016/17																																									
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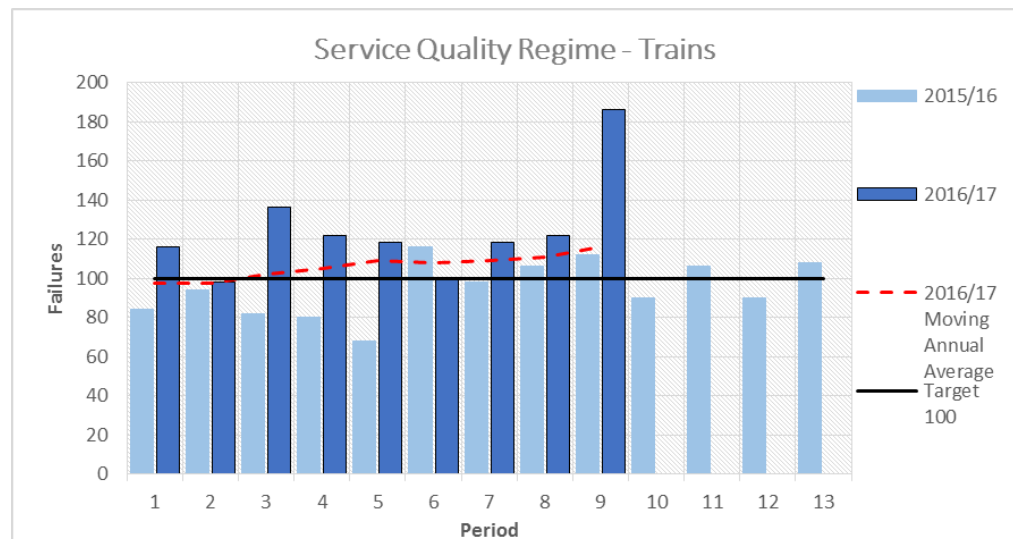
Customer experience																																																																							
Indicator:	Performance and Key Considerations:																																																																						
Customer Satisfaction Survey	<p>The November 2016 Metro Customer Satisfaction Survey (CSS) score rose to 7.7, a slight improvement on both the May 2016 score of 7.4 and the previous November score of 7.6. The recorded score however remains some way short of the 8.3 target.</p> <div><p>Customer Satisfaction Survey - Overall Satisfaction</p><table border="1"><thead><tr><th>Fiscal Year</th><th>May</th><th>Nov</th><th>Target</th></tr></thead><tbody><tr><td>2010/11</td><td>7.9</td><td>7.9</td><td>8.30</td></tr><tr><td>2011/12</td><td>8.0</td><td>8.0</td><td>8.30</td></tr><tr><td>2012/13</td><td>8.0</td><td>7.8</td><td>8.30</td></tr><tr><td>2013/14</td><td>8.1</td><td>7.8</td><td>8.30</td></tr><tr><td>2014/15</td><td>8.0</td><td>7.6</td><td>8.30</td></tr><tr><td>2015/16</td><td>7.8</td><td>7.6</td><td>8.30</td></tr><tr><td>2016/17</td><td>7.4</td><td>7.7</td><td>8.30</td></tr></tbody></table></div>	Fiscal Year	May	Nov	Target	2010/11	7.9	7.9	8.30	2011/12	8.0	8.0	8.30	2012/13	8.0	7.8	8.30	2013/14	8.1	7.8	8.30	2014/15	8.0	7.6	8.30	2015/16	7.8	7.6	8.30	2016/17	7.4	7.7	8.30																																						
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2015/16	7.8	7.6	8.30																																																																				
2016/17	7.4	7.7	8.30																																																																				
Service Quality Regime – Stations	<p>An average of 51 fails were recorded per 4-week period, in the twelve weeks to 10 December. This is an improvement from 61 per 4-week period in the previous quarter and better than the target of 55.</p> <div><p>Service Quality Regime - Stations</p><table border="1"><thead><tr><th>Period</th><th>2015/16</th><th>2016/17</th><th>Target</th><th>2016/17 Moving Annual Average</th></tr></thead><tbody><tr><td>1</td><td>66</td><td>48</td><td>55</td><td>63</td></tr><tr><td>2</td><td>61</td><td>47</td><td>55</td><td>62</td></tr><tr><td>3</td><td>61</td><td>57</td><td>55</td><td>61</td></tr><tr><td>4</td><td>83</td><td>52</td><td>55</td><td>60</td></tr><tr><td>5</td><td>61</td><td>72</td><td>55</td><td>60</td></tr><tr><td>6</td><td>76</td><td>59</td><td>55</td><td>59</td></tr><tr><td>7</td><td>76</td><td>57</td><td>55</td><td>58</td></tr><tr><td>8</td><td>58</td><td>46</td><td>55</td><td>57</td></tr><tr><td>9</td><td>66</td><td>50</td><td>55</td><td>56</td></tr><tr><td>10</td><td>57</td><td>57</td><td>55</td><td>55</td></tr><tr><td>11</td><td>55</td><td>55</td><td>55</td><td>54</td></tr><tr><td>12</td><td>67</td><td>55</td><td>55</td><td>53</td></tr><tr><td>13</td><td>53</td><td>53</td><td>55</td><td>52</td></tr></tbody></table></div>	Period	2015/16	2016/17	Target	2016/17 Moving Annual Average	1	66	48	55	63	2	61	47	55	62	3	61	57	55	61	4	83	52	55	60	5	61	72	55	60	6	76	59	55	59	7	76	57	55	58	8	58	46	55	57	9	66	50	55	56	10	57	57	55	55	11	55	55	55	54	12	67	55	55	53	13	53	53	55	52
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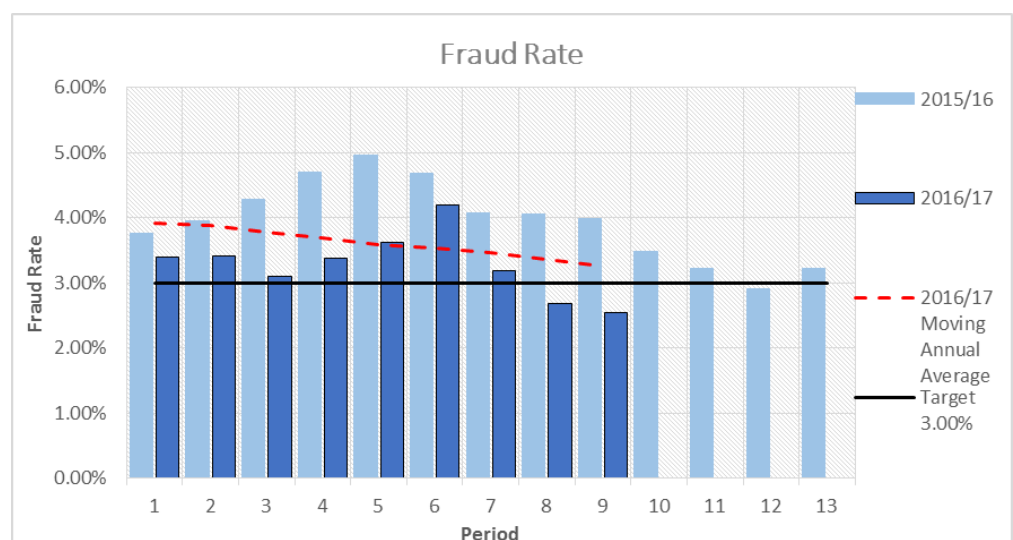
Service Quality Regime – Metrocars

An average of 152 fails were recorded per 4-week period, in the twelve weeks to 10 December. This is a deterioration from 114 per 4-week period in the previous quarter and significantly worse than the target of 100. Whilst failures in several categories increased, the largest increase was in exterior cleanliness due to the failure of the depot car wash, which has now been repaired.



Fraud rate

The fraud rate improved from 3.2% to 2.5% during the twelve week period. The level of 2.5% represents a high performance when compared with historic levels.

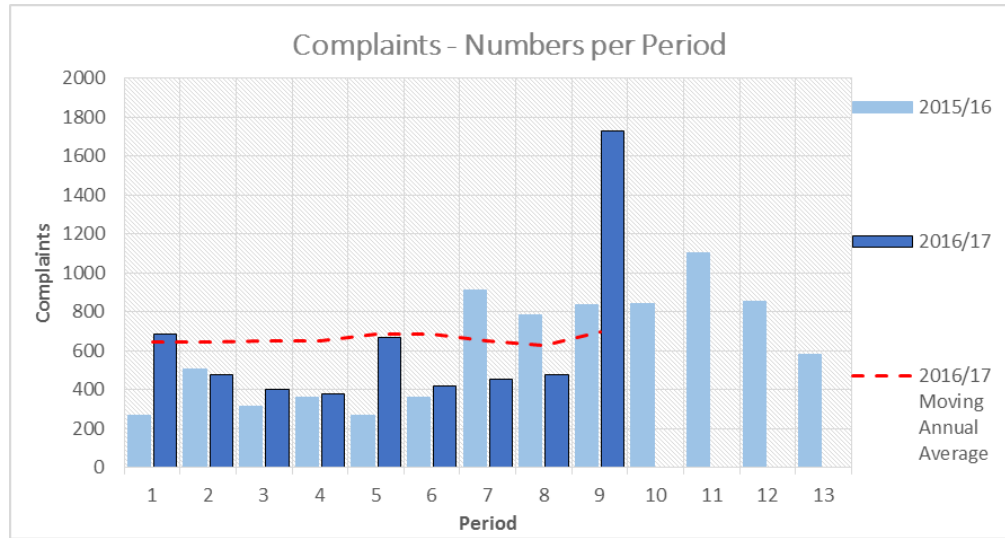


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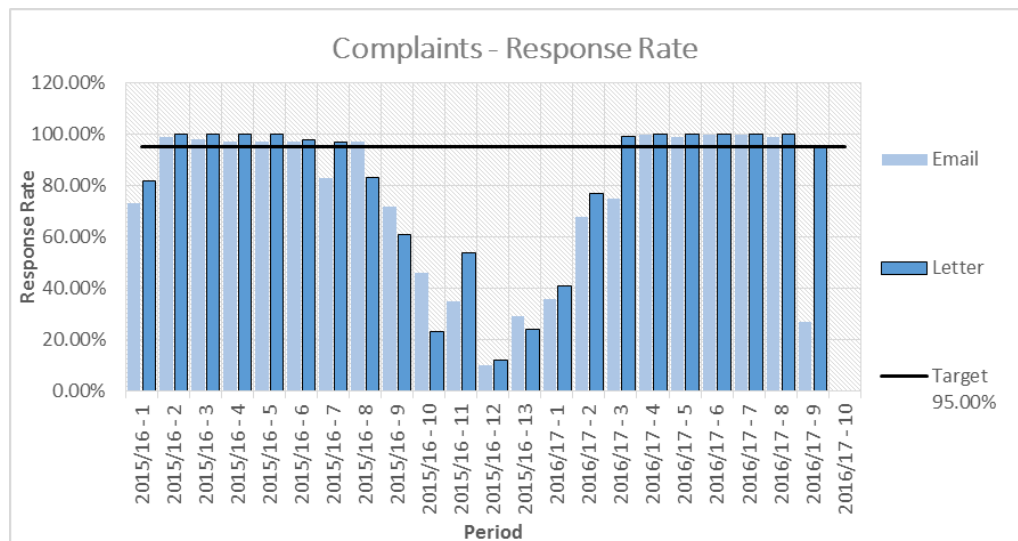
Complaints numbers

Whilst complaints numbers at just under 500 per 4-week period were in line with expected volumes at the start of the quarter, a large volume of complaints were received at the end of the twelve week period, which experienced a high amount of disruptions.



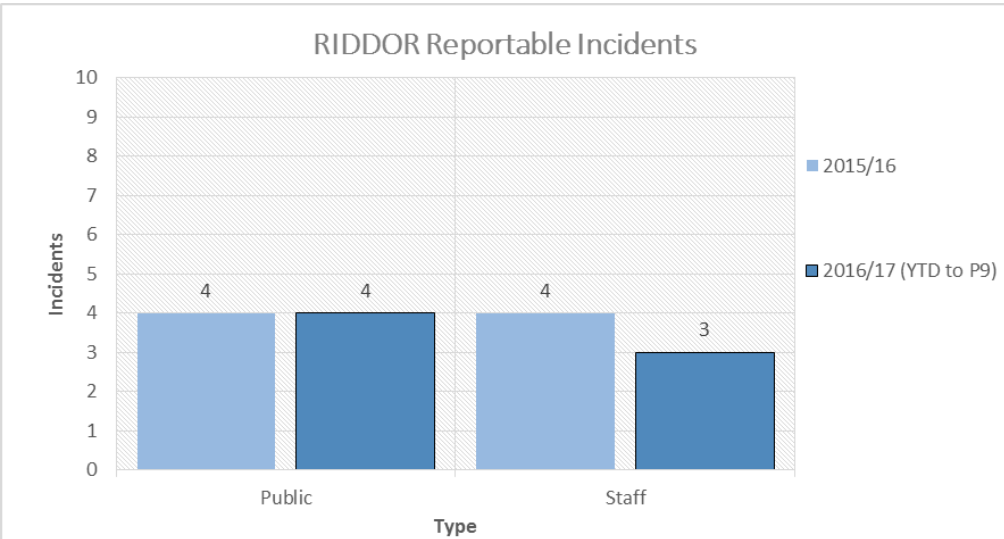
Complaints response time

Reflecting complaints numbers, response times were meeting target at the start of the quarter, however then fell below target due to the high number of complaints.



North East Combined Authority

Transport North East (Tyne and Wear) Sub-Committee

Safety										
Indicator:	Performance and Key Considerations:									
Number of accidents	<p>Numbers remain broadly in line with previous years.</p> <div><p>RIDDOR Reportable Incidents</p><table><tr><th>Type</th><th>2015/16</th><th>2016/17 (YTD to P9)</th></tr><tr><td>Public</td><td>4</td><td>4</td></tr><tr><td>Staff</td><td>4</td><td>3</td></tr></table></div>	Type	2015/16	2016/17 (YTD to P9)	Public	4	4	Staff	4	3
Type	2015/16	2016/17 (YTD to P9)								
Public	4	4								
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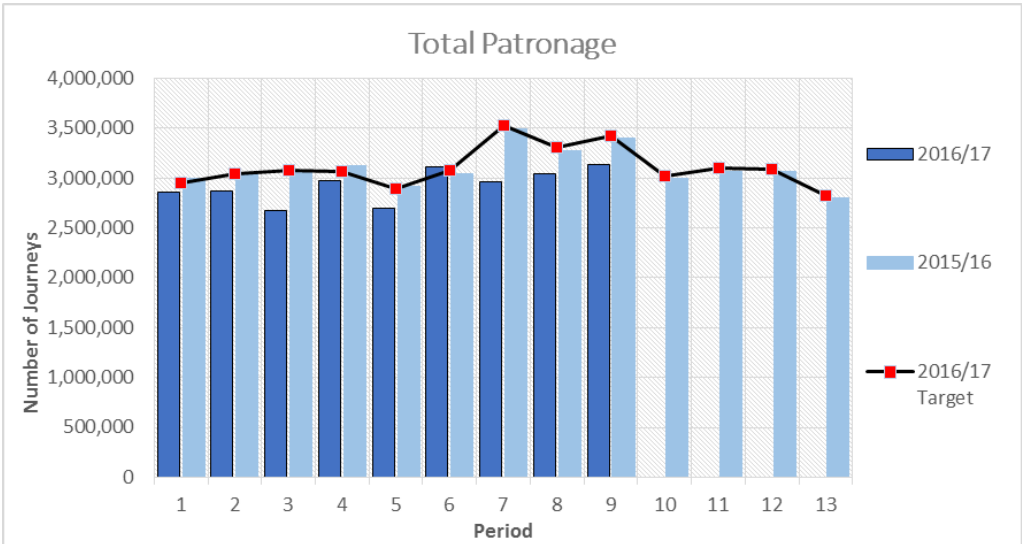
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Transport North East (Tyne and Wear) Sub-Committee

Farebox																																																									
Indicator:	Performance and Key Considerations:																																																								
Total Farebox revenue	<p>Total revenue for the year to date currently stands at £31.784m v budget of £31.249m (+1.7%). Periodic performance versus last year and versus budget is shown below.</p> <div><p>Total Revenue</p><table><thead><tr><th>Period</th><th>2016/17 Actual (£)</th><th>2015/16 Actual (£)</th><th>2016/17 Budget (£)</th></tr></thead><tbody><tr><td>1</td><td>3,400,000</td><td>3,200,000</td><td>3,600,000</td></tr><tr><td>2</td><td>3,200,000</td><td>3,000,000</td><td>3,400,000</td></tr><tr><td>3</td><td>3,300,000</td><td>3,300,000</td><td>3,400,000</td></tr><tr><td>4</td><td>3,100,000</td><td>2,900,000</td><td>3,100,000</td></tr><tr><td>5</td><td>3,200,000</td><td>3,100,000</td><td>3,200,000</td></tr><tr><td>6</td><td>3,400,000</td><td>3,200,000</td><td>3,200,000</td></tr><tr><td>7</td><td>4,100,000</td><td>4,200,000</td><td>4,100,000</td></tr><tr><td>8</td><td>4,100,000</td><td>4,300,000</td><td>3,600,000</td></tr><tr><td>9</td><td>3,700,000</td><td>3,600,000</td><td>3,500,000</td></tr><tr><td>10</td><td>3,100,000</td><td>3,100,000</td><td>3,100,000</td></tr><tr><td>11</td><td>3,300,000</td><td>3,700,000</td><td>3,300,000</td></tr><tr><td>12</td><td>3,600,000</td><td>3,500,000</td><td>3,600,000</td></tr><tr><td>13</td><td>3,500,000</td><td>4,200,000</td><td>3,500,000</td></tr></tbody></table></div>	Period	2016/17 Actual (£)	2015/16 Actual (£)	2016/17 Budget (£)	1	3,400,000	3,200,000	3,600,000	2	3,200,000	3,000,000	3,400,000	3	3,300,000	3,300,000	3,400,000	4	3,100,000	2,900,000	3,100,000	5	3,200,000	3,100,000	3,200,000	6	3,400,000	3,200,000	3,200,000	7	4,100,000	4,200,000	4,100,000	8	4,100,000	4,300,000	3,600,000	9	3,700,000	3,600,000	3,500,000	10	3,100,000	3,100,000	3,100,000	11	3,300,000	3,700,000	3,300,000	12	3,600,000	3,500,000	3,600,000	13	3,500,000	4,200,000	3,500,000
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Patronage																																																									
Indicator:	Performance and Key Considerations:																																																								
Total Patronage	<p>Total patronage for the year to date currently stands at 26.338m v target of 28.367m (-7.2%). Periodic performance versus last year and versus target is shown below.</p> <div><p>Total Patronage</p><p>The chart displays the number of journeys for two financial years: 2015/16 (light blue bars) and 2016/17 (dark blue bars). A black line with red square markers represents the 2016/17 target. The x-axis is labeled 'Period' and ranges from 1 to 13. The y-axis is labeled 'Number of Journeys' and ranges from 0 to 4,000,000. The 2016/17 data is only available for the first 9 periods, while the 2015/16 data is available for all 13 periods. The target line is consistently above the 2016/17 bars, indicating a shortfall.</p><table><tr><th>Period</th><th>2016/17 (Journeys)</th><th>2015/16 (Journeys)</th><th>2016/17 Target (Journeys)</th></tr><tr><td>1</td><td>2,850,000</td><td>2,900,000</td><td>2,950,000</td></tr><tr><td>2</td><td>2,850,000</td><td>3,000,000</td><td>3,050,000</td></tr><tr><td>3</td><td>2,650,000</td><td>3,050,000</td><td>3,100,000</td></tr><tr><td>4</td><td>2,950,000</td><td>3,050,000</td><td>3,100,000</td></tr><tr><td>5</td><td>2,650,000</td><td>3,100,000</td><td>2,900,000</td></tr><tr><td>6</td><td>3,100,000</td><td>3,050,000</td><td>3,100,000</td></tr><tr><td>7</td><td>2,950,000</td><td>3,500,000</td><td>3,550,000</td></tr><tr><td>8</td><td>3,050,000</td><td>3,300,000</td><td>3,350,000</td></tr><tr><td>9</td><td>3,150,000</td><td>3,400,000</td><td>3,450,000</td></tr><tr><td>10</td><td>-</td><td>3,000,000</td><td>3,050,000</td></tr><tr><td>11</td><td>-</td><td>3,100,000</td><td>3,100,000</td></tr><tr><td>12</td><td>-</td><td>3,100,000</td><td>3,100,000</td></tr><tr><td>13</td><td>-</td><td>2,800,000</td><td>2,850,000</td></tr></table></div>	Period	2016/17 (Journeys)	2015/16 (Journeys)	2016/17 Target (Journeys)	1	2,850,000	2,900,000	2,950,000	2	2,850,000	3,000,000	3,050,000	3	2,650,000	3,050,000	3,100,000	4	2,950,000	3,050,000	3,100,000	5	2,650,000	3,100,000	2,900,000	6	3,100,000	3,050,000	3,100,000	7	2,950,000	3,500,000	3,550,000	8	3,050,000	3,300,000	3,350,000	9	3,150,000	3,400,000	3,450,000	10	-	3,000,000	3,050,000	11	-	3,100,000	3,100,000	12	-	3,100,000	3,100,000	13	-	2,800,000	2,850,000
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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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